

MICROCOMPUTER SUPPORT SPECIALIST II

NATURE OF WORK

This is responsible technical work in the use and development of microcomputer hardware and software used to support the City and County microcomputer environment.

Work involves responsibility for providing technical assistance to City and County customers in the use of microcomputer programs and applications. Work also includes maintaining detailed records of hardware and software; preparing reports; assisting in the preparation of bid specifications; and evaluating hardware and software needs. Technical assistance will be provided to Microcomputer Support Specialist I's. Work is performed under the general supervision of the Microcomputer Support Supervisor.

EXAMPLES OF WORK PERFORMED

Provides technical assistance to customers for end-user oriented microcomputer software and unique agency applications.

Provides technical assistance to e-mail customers to include upgrades, installations, performance monitoring and development of applications.

Designs and develops customer applications for microcomputers; meets with customers to determine system requirements; prepares documentation and related information.

Trains customers in the operation of microcomputer hardware and software.

Installs or assists in the installation of new microcomputer systems, and hardware and software upgrades to existing systems; diagnoses problems in hardware and software; performs appropriate repairs.

Maintains records of projects, hardware and software; prepares reports and bid specifications.

Performs related work as required.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the functions and capabilities of microcomputer hardware.

Considerable knowledge of software installation and maintenance.

Considerable knowledge of e-mail related hardware and software to include installation and maintenance.

Considerable knowledge of data base management, systems and technology.

Considerable knowledge of Novell Netware, and of IBM compatible microcomputer hardware and components.

Knowledge of mainframe emulation products including the installation and configuration of mainframe emulation servers.

Ability to install and configure Novell Netware.

Ability to design and install Token Ring and Ethernet networks.

Ability to exhibit independent judgment and initiative in analyzing data processing systems and to make sound recommendations and modifications.

Ability to establish and maintain effective working relationships with supervisors, co-workers and customers.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to utilize technical manuals relating to programming languages, system operations and data base management.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent supplemented by vocational or college level course work in computer science or related field and experience in the use of microcomputers.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent with a minimum of two (2) years experience as a Microcomputer Support Specialist I and successful completion of job-related examination; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by: _____
Department Head

Personnel Director

6/94

Title Change: 8/96

Revised: 9/01